

**NOTICE OF VACANCY
October 28, 2021**

POSITION: **Communications Specialist**

DEPARTMENT: **Police**

SALARY: **\$47,442.72**
 Salary commensurate with experience

HOURS: **40 hours per week**

General Statement of Duties and Responsibilities:

Communications specialists provide a vital link between the citizens and emergency services and between the communications center and field units. Communications specialists also access local, state and national computerized information systems, including the Police Department's computer aided dispatch system.

Organizational Scope:

Communications Specialists report to the Commanding Officers of their respective fields.

Primary Duties:

- Answer, process and dispatch telephonic requests for Police, Fire and Emergency medical services.
- Operate electronic systems such as Enhanced 911, Computer Aided Dispatch, and CCTV building surveillance systems.
- Operate a multi-frequency radio system, managing communications between field units, the communications center, outside agencies, and the public.
- Access and relay data stored electronically in local, state and national databases.
- Enter, delete and validate LEAPS/CJIS records, including missing persons, wanted persons and stolen vehicles.
- Familiarize with procedures to ensure all records are maintained accurately and completely.
- Assist authorized personnel in the operations of telephone, radio and computerized information systems.
- Dispatch appropriate personnel and equipment to incidents.
- Perform other related duties as assigned or requested.

Qualifications and Entrance Requirements:

- Minimum of a high school diploma or GED
- Experience dealing with and speaking with the public
- Successful completion of a thorough background investigation
- Ability to handle and prioritize multiple tasks in a busy, noisy, and stressful environment.
- Applicants holding LEAPS/CJIS and E-911 certifications are preferred

- Computer literacy and strong interpersonal communications skills necessary
- Bilingual applicants with previous police communications experience preferred.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

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